

## **Position Title: Client Services Manager**

### **Summary:**

Under the direction of the Director of Sales and Marketing, the Client Services(CS) Manager will lead multiple people on the Client Services Team as well as having business development responsibilities for specific target markets. The team members within Client Services include the Account Managers, Client Services Support Specialists, and the Couriers. The CS Manager is responsible for ensuring the Client Services team consistently treats our clients with quality, integrity, respect and accountability. This role sustains and grows client services through guidance and ongoing support to current and potential clients, ensuring complete satisfaction. The individual will promote a high standard of awareness and understanding of all services the company provides with a focus on food safety and quality management. Additional responsibilities will include prioritizing the workload and problem solving as needed. The ideal candidate for this role will have a strong technical background with an equally strong passion for customer satisfaction. Thinking on one's feet and putting the clients first is a must for this role.

**Primary Duties:** The duties identified below are the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Client Services Team
  - a. Manage the Client Services team to maximize sales revenue and meet or exceed set goals
  - b. Creates and maintains a work environment consisting of ongoing coaching, development and feedback.
  - c. Train new hires for the Client Services team
  - d. Create and maintain policies and procedures for client service team
  - e. Implementation of continuous improvement initiatives
2. Accounts Managers/Client Services Support Specialists
  - a. Collaborates with management (Director of Sales & Marketing and COO) to establish and achieve the company's sales goals
  - b. Collaborates with Director of Sales and Marketing to develop specific plans to ensure growth both short term and long term
  - c. Forecasts monthly, quarterly, and annual sales goals
  - d. Evaluates and assists Account Managers in terms of their selling techniques and effectiveness
  - e. Evaluates the effectiveness of Account Managers in maintaining the Couriers' schedules
  - f. Partners with Account Managers to enhance win rate of new customers by promoting quality services
  - g. Translates technical needs into benefits for clients
3. Business Development
  - a. Researches prospective accounts in targeted markets, pursuing those leads that deliver successful agreements that align with business objectives and strategy.
  - b. Understands the target markets, including industry, company, project, company contacts and which market strategies can be used to attract clients
  - c. Collaborates with technical and sales teams to ensure that client requirements are met
  - d. Utilizes an understanding of company services, the competition in the industry and positioning to increase overall sales
  - e. Follow the latest industry developments to identify those impacting the organization
  - f. Remains up-to-date on corporate competitors and highlights how the organization brings a competitive value to the market



**Qualifications:**

To perform this job successfully, an individual must be able to perform each primary duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

1. Minimum 4-year college degree with a focus on science.
2. Minimum 3-years of experience in a lab setting.
3. Experience using a consultative selling approach.
4. Knowledge and experience with the dairy industry and quality assurance.
5. Understanding of quality certifications.
6. Understand laboratory work-flow and decision making processes.
7. Excellent interpersonal communication, coaching and conflict management skills.

**Competencies:**

1. Strong technical background
2. Quick thinking
3. Strong passion for client satisfaction
4. Able to put clients first

**Physical Requirements:**

1. Able to walk regularly around the production floor and office areas, including climbing steps
2. Able to lift up to 25 pounds unassisted
3. Able to bend, squat, sit and stand
4. Able to sit in office chair working on written assignments and operate a computer
5. Specific vision requirements of this position include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus

**Employee Acknowledgement**

The qualifications and physical requirements characteristics described above are representative of those an employee encounters while performing the primary duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position.

\_\_\_\_\_  
*(Employee Signature)*

\_\_\_\_\_  
*(Printed Name)*

Date: \_\_\_\_\_